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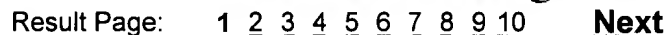
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1 Analytical Review of Online Help   ■
Carla Kary Merrill
November 1995 **ACM SIGDOC Asterisk Journal of Computer Documentation,** Volume 19 Issue
        Issue 4
Full text available: 🗎 pdf(547.64 KB)   Additional Information: full citation

2 Online help: exploring static information or constructing personal and collaborative   ■
solutions using hypertext
Dickie Selfe, Stuart Selber, Dan McGavin, Johndan Johnson-Eilola, Carol Brown
November 1992 **Proceedings of the 10th annual international conference on Systems
        documentation**
Full text available: 🗎 pdf(648.95 KB)   Additional Information: full citation, references, citings, index terms

3 Online services as distributed meeting support software   ■
Harold Emanuel, Fred Niederman, Stewart Shapiro
April 1995 **Proceedings of the 1995 ACM SIGCPR conference on Supporting teams,
        groups, and learning inside and outside the IS function reinventing IS**
Full text available: 🗎 pdf(955.67 KB)   Additional Information: full citation, references, index terms

4 Publishing online, a commercial (ad)venture   ■
Nancy Cooke, David McAllister
February 1996 **Proceedings of the 13th annual international conference on Systems
        documentation: emerging from chaos: solutions for the growing
        complexity of our jobs**
Full text available: 🗎 pdf(523.25 KB)   Additional Information: full citation, references, index terms

5 A collaborative methodology for the rapid development and delivery of online courses   ■
Douglas Talbott, Matthew Gibson, Suzanne Skublics
October 2002 **Proceedings of the 20th annual international conference on Computer
        documentation**

Full text available: 📄 pdf(706.17 KB)   Additional Information: full citation, abstract, references, index terms

This paper describes a collaborative methodology (tools and processes) for cost-effective development and quality delivery of online courseware. These methods are being used in the development and delivery of online courseware for information designers in the areas of technical writing, user interface design, usability testing, graphic design and web-based programming.Using this methodology, each course is touched by various members of a geographically dispersed, multi-disciplinary team of profe ...

Keywords: course delivery, course development, e-learning, mentored learning

6 P9: Book metaphor: friend or foe?

John Russell

October 2001 **Proceedings of the 19th annual international conference on Computer documentation**

Full text available: 📄 pdf(161.52 KB)   Additional Information: full citation, abstract, references, citings, index terms

This paper illustrates an online information system that combines the direct access to information of true hypertext, with the traditional navigation methods of a book-oriented documentation library. It demonstrates navigational methods that combine the book metaphor with other kinds of navigation. It explores when to emphasize the book metaphor and when to hide it.

Keywords: books, hierarchy, navigation, online information, search, web interfaces

7 Publishing models for Internet commerce

Tim O'Reilly

June 1996 **Communications of the ACM**, Volume 39 Issue 6

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8 Internationalizing online information

Carla Kary Merrill, Marjorie Shanoski

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Robert J. Hall

March 1998 **Communications of the ACM**, Volume 41 Issue 3

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10 One proven methodology for designing robust online help systems

Angela Patrick, Andy McGurgan

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Kenneth R. Ohnemus

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Full text available: pdf(961.80 KB)   Additional Information: full citation, citings, index terms

12 Privacy online

Herman T. Tavani

December 1999 **ACM SIGCAS Computers and Society**, Volume 29 Issue 4

Full text available: pdf(1.06 MB)   Additional Information: full citation, references, citings

13 Developing hardcopy and online information for OS/2 and windows... and other impossibilities

Michelle Corbin Nichols, Chuck Jaynes, Randy Eckhoff

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Full text available: pdf(439.28 KB)   Additional Information: full citation, references, index terms

14 Building an Internet resource for a specialized online community

Rich Donnelly, Rick Hermann

October 1994 **Proceedings of the 12th annual international conference on Systems documentation: technical communications at the great divide**

Full text available: pdf(1.03 MB)   Additional Information: full citation, abstract, index terms

SPIE is a nonprofit organization with 11,000 members worldwide. The society's constituency comprises optical and optoelectronic scientists and engineers in communications, biomedical, manufacturing, aerospace, and other applications. The perceived need to link our technical community electronically is both a response to a future scenario of pervasive interconnectivity among the scientific community and a need to address the issues raised by a changing paradigm for technical publishing, wher ...

15 Customers' use of documentation: the enduring legacy of print

Karl L. Smart, Kristen Bell DeTienne, Matthew Whiting

September 1998 **Proceedings of the 16th annual international conference on Computer documentation**

Full text available: pdf(567.21 KB)   Additional Information: full citation, references, index terms

16 Audience analysis in cyberspace: defining the invisible

Lisa Rosenberger

November 1998 **ACM SIGDOC Asterisk Journal of Computer Documentation**, Volume 22 Issue Issue 4

Full text available: pdf(491.38 KB)   Additional Information: full citation, index terms

17

Virtual onsite support: using internet chat and remote control to improve customer

service
Sean Stockburger, Teresa Fernandez
November 2002 **Proceeding of the 30th annual ACM SIGUCCS fall conference on User
services conference**
Full text available: pdf(388.10 KB)   Additional Information: full citation, abstract, index terms

How many times have you heard, "I don't have time to wait for a technician! Can't you come
over right now?" How about those customers who don't have the computer experience to
adequately describe a problem, or do not have the patience to let a technician walk them
through a simple procedure over the phone? Any Help Desk analyst who answers telephones
will tell you that they wish they could look at a computer remotely, without having to trek
across campus to do something that will only take a min ...

Keywords: help desk, lotus, remote control, sametime, support, technology

18 From hardcopy to online: changes to the editor's role and processes
Betsy Brown, Karen Collier, Chuck Farr, Betty Littrell, Sharon Slagle, Deborah Stratton
October 1996 **Proceedings of the 14th annual international conference on Systems
documentation: Marshaling new technological forces: building a
corporate, academic, and user-oriented triangle**
Full text available: pdf(787.02 KB)   Additional Information: full citation, references, index terms

19 LSE for you: secure interaction with personalised information for students and staff
delivered via the world wide web
Katherine Forbes-Pitt
November 2002 **Proceeding of the 30th annual ACM SIGUCCS fall conference on User
services conference**
Full text available: pdf(217.68 KB)   Additional Information: full citation, abstract, index terms

LSE for You (LFY) is a web portal through which staff and students have secure and
personalised access to centrally held data. It has been developed in-house at LSE through
inter-departmental collaboration. There were three principal aims for the project: to meet
increasing technological expectation of customers; to increase efficiency in data entry,
transfer and manipulation, and to improve the accuracy and timeliness of centrally held
information. We launched LFY in November 2000 internally an ...

Keywords: WWW, databases, online access, portal

20 Commentaries: Commentary on: "Egoless Writing: Improving Quality by Replacing
Artistic Impulse with Engineering Discipline"
Kathy Haramundanis
February 2002 **ACM Journal of Computer Documentation (JCD)**, Volume 26 Issue 1
Full text available: pdf(55.07 KB)   Additional Information: full citation, abstract, references, index terms

Changing needs in technical communications alter but are far from eliminating the personal
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Keywords: collaboration, documentation development, project management, teamwork

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1 Virtual memory, processes, and sharing in MULTICS   ■
Robert C. Daley, Jack B. Dennis
May 1968 **Communications of the ACM**, Volume 11 Issue 5

Full text available: 🗎 pdf(967.20 KB)   Additional Information: full citation, references, citings

Keywords: data sharing, dynamic linking, file maintenance, information sharing, multiprogramming, paging, segmentation, shared procedures, storage hierarchies, storage management, virtual memory

2 Electronic Computers: A Historical Survey   ■
Saul Rosen
January 1969 **ACM Computing Surveys (CSUR)**, Volume 1 Issue 1

Full text available: 🗎 pdf(2.45 MB)   Additional Information: full citation, references, citings, index terms

3 Dynamic storage allocation systems   ■
B. Randell, C. J. Kuehner
May 1968 **Communications of the ACM**, Volume 11 Issue 5

Full text available: 🗎 pdf(1.46 MB)   Additional Information: full citation, references, citings

Keywords: addressing mechanisms, multiprogramming, paging, segmentation, storage allocation, storage fragmentation, storage hierarchies, storage management, virtual memories

4 Interfacing Relational Databases to the Web   ■
Will Benton
January 1999 **Linux Journal**

Full text available: 🗎 html(33.33 KB)   Additional Information: full citation, abstract, references, index terms

This document explains how to build a database-backed web site using Apache, the php3

module and the PostgreSQL relational database

5 Program and Addressing Structure in a Time-Sharing Environment
B. W. Arden, B. A. Galler, T. C. O'Brien, F. H. Westervelt
January 1966 **Journal of the ACM (JACM)**, Volume 13 Issue 1

Full text available: pdf(1.17 MB)   Additional Information: full citation, abstract, references, citings, index terms

The problem studied is the effect of a time-sharing environment on the structure of programs and on the addressing strategies which may be employed in the hardware. An account is given of some very recent developments toward reduction in the system overhead needed to facilitate time-sharing. One hardware-software scheme designed to implement this reduction is described in some detail.

6 Agent technology for the UMTS VHE concept
Jens Hartmann, Carmelita Görg, Peyman Farjami
October 1998 **Proceedings of the 1st ACM international workshop on Wireless mobile multimedia**

Full text available: pdf(1.00 MB)   Additional Information: full citation, references, index terms

Keywords: UMTS, VHE, adaptive profile manager, agent technologt, virtual address book

7 801 storage: architecture and programming
Albert Chang, Mark F. Mergen
February 1988 **ACM Transactions on Computer Systems (TOCS)**, Volume 6 Issue 1

Full text available: pdf(1.87 MB)   Additional Information: full citation, abstract, references, citings, index terms, review

Based on novel architecture, the 801 minicomputer project has developed a low-level storage manager that can significantly simplify storage programming in subsystems and applications. The storage manager embodies three ideas: (1) large virtual storage, to contain all temporary data and permanent files for the active programs; (2) the innovation of database storage, which has implicit properties of access serializability and atomic update, similar to those o ...

8 Performance monitoring in a time-sharing system
Tad B. Pinkerton
November 1969 **Communications of the ACM**, Volume 12 Issue 11

Full text available: pdf(466.15 KB)   Additional Information: full citation, abstract, references, citings, index terms

A software measurement facility which is part of a general purpose time-sharing system is described. The Data Collection Facility (DCF) has been implemented in the Michigan Terminal System (MTS) for the System/360 model 67. It exists for the purpose of monitoring operating system and user program behavior and performance. The overall structure of MTS is outlined in order to explain the implementation of the DCF. Events in the system are identified and recorded from within the supervisor, an ...

Keywords: multiprogramming performance, peformance measurement, performance data, performance monitoring, program behavior, software instrumentation, software measurement, software monitor, system evaluation, time-sharing performance

9 <u>Designing groupware for congruency in use</u>
Wolfgang Prinz, Gloria Mark, Uta Pankoke-Babatz
November 1998 **Proceedings of the 1998 ACM conference on Computer supported cooperative work**
Full text available: 📄 <u>pdf(1.34 MB)</u>   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

Keywords: cooperative design, group work, groupware requirements, prototyping, system introduction, user advocacy

10 <u>Databases: ODMG extension of composite objects in OODBMS: a proposal</u> ◼
Xiaoyan Lu, J. Wenny Rahayu, David Taniar
February 2002 **Proceedings of the Fortieth International Confernece on Tools Pacific: Objects for internet, mobile and embedded applications - Volume 10**
Full text available: 📄 <u>pdf(859.97 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>

This paper proposes an extension of ODMG (Object Data Management Group) standard for the Object-Oriented Database Management Systems (OODBMS). The extension concentrates on composite objects, which provides a new paradigm, and also improves traditional OODBMS to meet the needs arising from the aggregation hierarchy. Currently in ODMG, the semantic of the aggregation relationship is explored at the modelling stage and is described in natural language. To formally specify and verify an aggregation ...

Keywords: ODL, ODMG, OIF, OODBMS, aggregation hierarchy, composite objects

11 <u>PicoDBMS: Scaling down database techniques for the smartcard</u> ◼
Philippe Pucheral, Luc Bouganim, Patrick Valduriez, Christophe Bobineau
September 2001 **The VLDB Journal — The International Journal on Very Large Data Bases**, Volume 10 Issue 2-3
Full text available: 📄 <u>pdf(259.03 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>

Smartcards are the most secure portable computing device today. They have been used successfully in applications involving money, and proprietary and personal data (such as banking, healthcare, insurance, etc.). As smartcards get more powerful (with 32-bit CPU and more than 1 MB of stable memory in the next versions) and become multi-application, the need for database management arises. However, smartcards have severe hardware limitations (very slow write, very little RAM, constrained stable mem ...

Keywords: Atomicity, Durability, Execution model, PicoDBMS, Query optimization, Smartcard applications, Storage model

12 <u>Java meets teletubbies: an interaction between program codes and physical props</u>   ◼
Josiah Poon
December 2000 **Proceedings of the Australasian conference on Computing education**
Full text available: 📄 <u>pdf(674.27 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>

Teaching students a computer language is not just about teaching them the syntax of a language. It is the underlying concepts behind the language features that are important. In our School, Java is offered as an introductory subject and is becoming the official of students for all our I.T. students. Due to the diversity of students in the first year, it is a challenge to bring all these students to the same level of understanding in some of the issues are theories. It is especially hard when ...

13 Book reviews
Karen T. Sutherland
December 2000 **intelligence**, Volume 11 Issue 4

Full text available: pdf(357.20 KB)   Additional Information: full citation, references, index terms

14 Knowledge Management: Organizing What You Know: Tempus Fugit: a system for making semantic connections
Daniel A. Ford, Joann Ruvolo, Stefan Edlund, Jussi Myllymaki, James Kaufman, Jared Jackson, Martin Gerlach
October 2001 **Proceedings of the tenth international conference on Information and knowledge management**

Full text available: pdf(2.14 MB)   Additional Information: full citation, abstract, references, citings, index terms

Tempus Fugit ("Time Flies") is the first of a new generation of *Personal Information Management* (PIM) systems. A PIM system incorporates an electronic calendar, "to-do" list and address book. The premise behind Tempus Fugit is that information stored in electronic calendars, to-do lists and address books can be given richer semantic interpretation and automatically processed to make its users more effective. Tempus Fugit also tracks the physical and virtual locations of users and uses thi ...

Keywords: PIM, active calendar, electronic address book, electronic calendar, location based services, location tracking, mobile productivity, personal information management, software agents

15 Fault Tolerant Operating Systems
Peter J. Denning
December 1976 **ACM Computing Surveys (CSUR)**, Volume 8 Issue 4

Full text available: pdf(2.69 MB)   Additional Information: full citation, references, citings, index terms

16 OpenLDAP everywhere
Craig Swanson, Matt Lung
December 2002 **Linux Journal**, Volume 2002 Issue 104

Full text available: html(23.52 KB)   Additional Information: full citation, abstract, index terms

A single company-wide directory service offers mail address lookup and file sharing to Linux and Windows users.

17 Simplifying component development in an integrated groupware environment
Mark Roseman, Saul Greenberg
October 1997 **Proceedings of the 10th annual ACM symposium on User interface software and technology**

Full text available: pdf(1.04 MB)   Additional Information: full citation, references, index terms

Keywords: CSCW, GroupKit, Tcl/Tk, component architecture, groupware

18 Universal email: from zero to 60 in 36 months
Don M. Wee, A. Bahaveolos

November 1993 **Proceedings of the 21st annual ACM SIGUCCS conference on User services**
Full text available: pdf(989.94 KB)   Additional Information: full citation, index terms

19 Dynamic space-sharing in computer systems
L. A. Belady, C. J. Kuehner
May 1969 **Communications of the ACM**, Volume 12 Issue 5

Full text available: pdf(964.93 KB)   Additional Information: full citation, abstract, references, citings, index terms

A formalization of relationships between space-sharing, program behavior, and processor efficiency in computer systems is presented. Concepts of value and cost of space allocation per task are defined and then value and cost are combined to develop a single parameter termed value per unit cost. The intent is to illustrate a possible analytic approach to the investigation of the problems of space-sharing and to demonstrate the method on sample problems.

Keywords: allocation strategies, computer system design, demand-paging, memory allocation, memory management, multiprogramming, program behavior, replacement strategies, space-sharing, storage allocation, storage management, time-sharing

20 Experiments with the use of popular press in the computer science curriculum
Paula Gabbert, Kevin Treu
March 2000 **ACM SIGCSE Bulletin , Proceedings of the thirty-first SIGCSE technical symposium on Computer science education**, Volume 32 Issue 1

Full text available: pdf(433.21 KB)   Additional Information: full citation, abstract, references, citings, index terms

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- □ Week in review: Apple cuts a corner? – June 27, 2003
- □ LoveGate worm carries nasty payload – February 24, 2003
- □ Office for Macs to get Exchange update – February 11, 2003
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- □ Why you should buy the new Mac OS X--now – August 23, 2002
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- □ Lovgate.c worm carries a backdoor Trojan horse – February 24, 2003
- □ Why the breakup idea would never have worked – June 24, 2002
- □ Linux server consolidation shortcut – June 10, 2002
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White Papers & Webcasts

- □ Blue Book on Geothermal Resources – Blue Book on Geothermal Resources
- □ The CIO Wireless Resource Book – The CIO Wireless Resource Book
- □ E-Book Observations and Tips from Readers and Vendors – E-Book Observations and Tips from Readers and Vendors
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AnchorDesk

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- □ How to survive in a 'Surveillance Nation' – March 28, 2003
- □ 6 ways to secure your wireless network – August 28, 2002
  More from AnchorDesk...

Downloads

- Eudora – 114 downloads last week. Added April 2, 2003.
- AE SLAPD – 2 downloads last week. Added May 2, 2003.
- Dencom Global Address Book – Added September 25, 2002.

- Mailtraq – 8 downloads last week. Added January 17, 2002.

Practical Reference [registration required]

- Understand Windows authentication to improve security – TechRepublic. July 9, 2003
- Add Web mail to enhance your mail system – TechRepublic. June 24, 2003
- Set a default e-mail format for specific addresses in Outlook – TechRepublic. June 12, 2003

  More from TechRepublic and Builder.com...

Paid Research [subscribers welcome]

- Internet Services: United Kingdom – $95 from Gartner. June 16, 2003
- Voice Over IP and the Internet – $95 from Gartner. August 1, 2002
- Business Process Outsourcing at the Crossroads – $2495 from Gartner. January 31, 2002

  More from Gartner Research...

- Video technology as a support for teacher education reform. – Journal of Technology and Teacher Education - March 22, 2003.
- A survey of next generation storage system archrectures: beyond storage networking. – Computer Technology Review - April 1, 2003.
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